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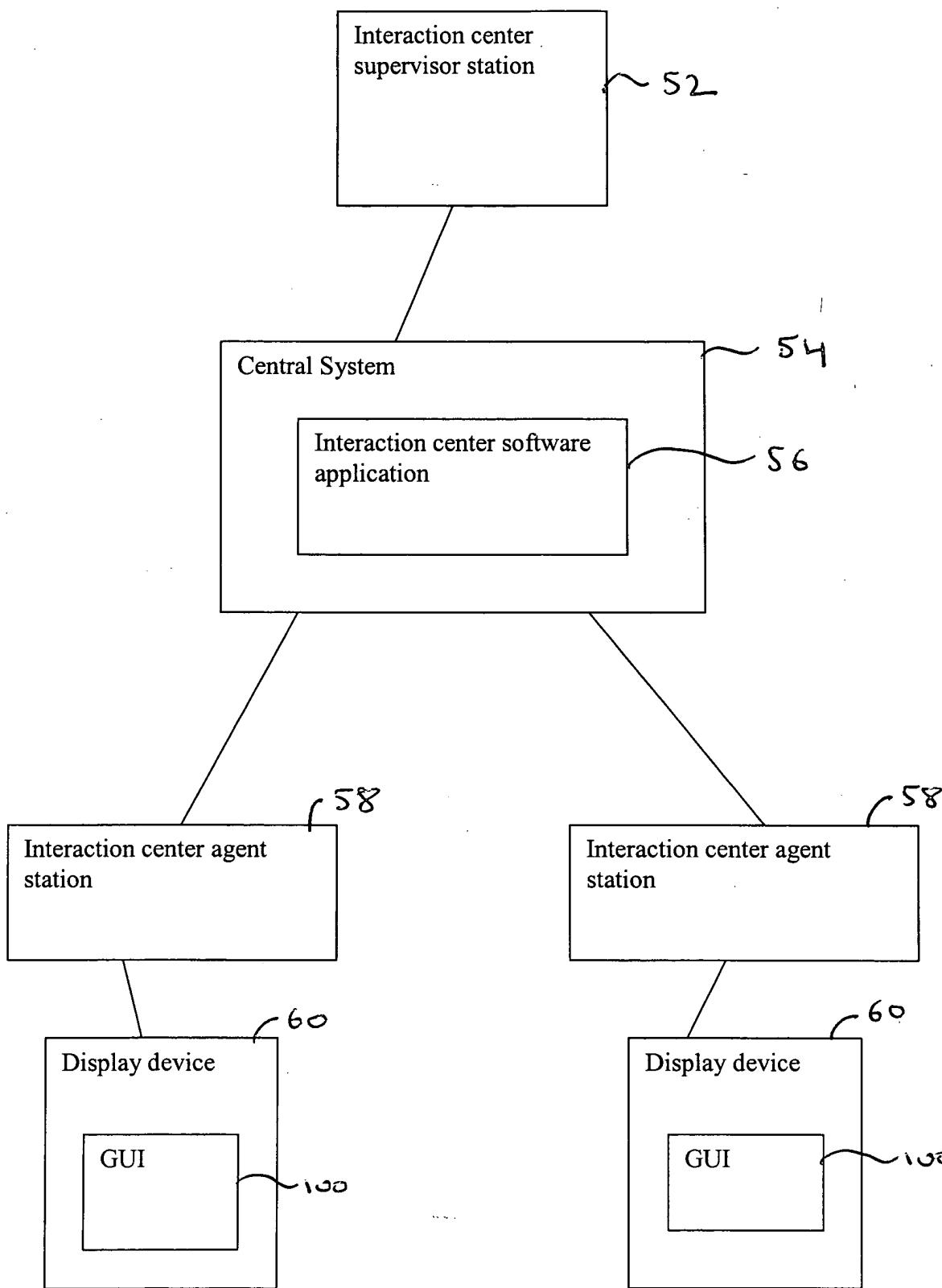
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FIG. 1

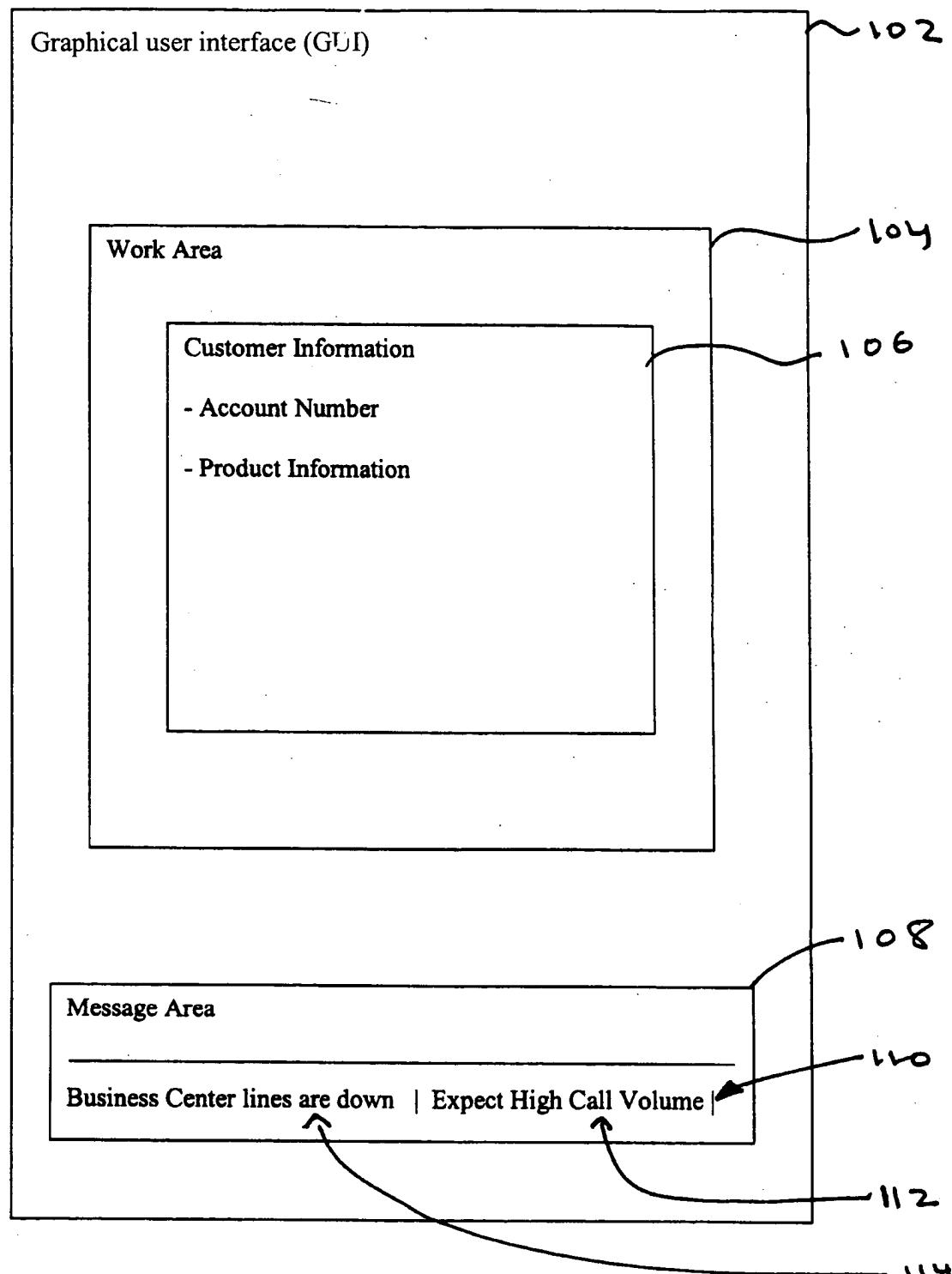


FIG. 2A

Applicant(s): Kumar et al.

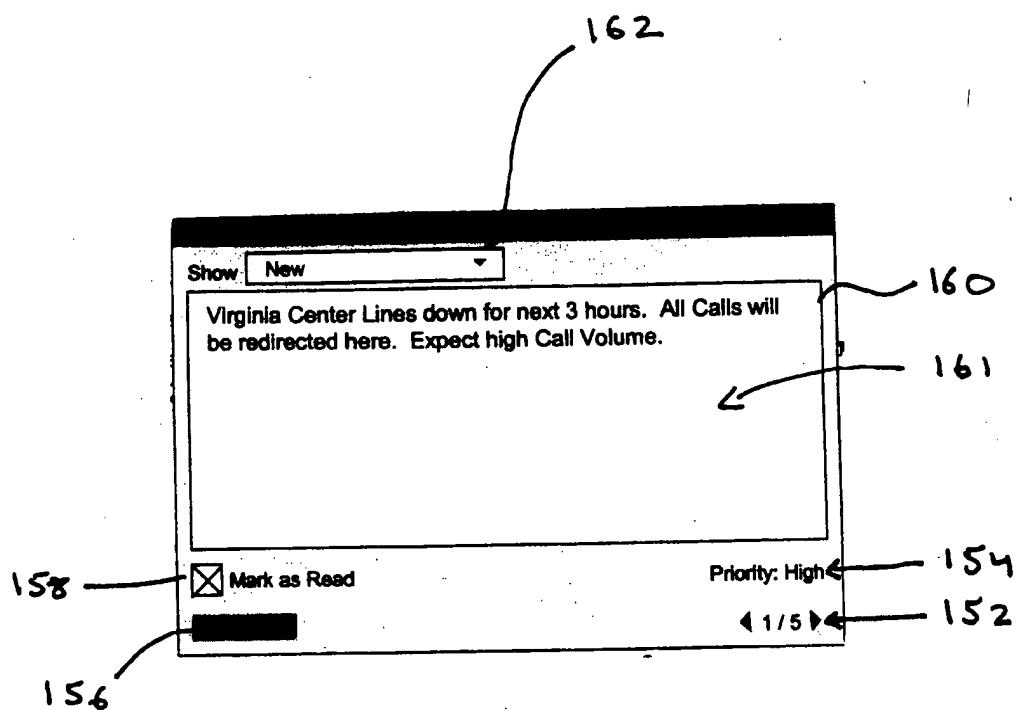
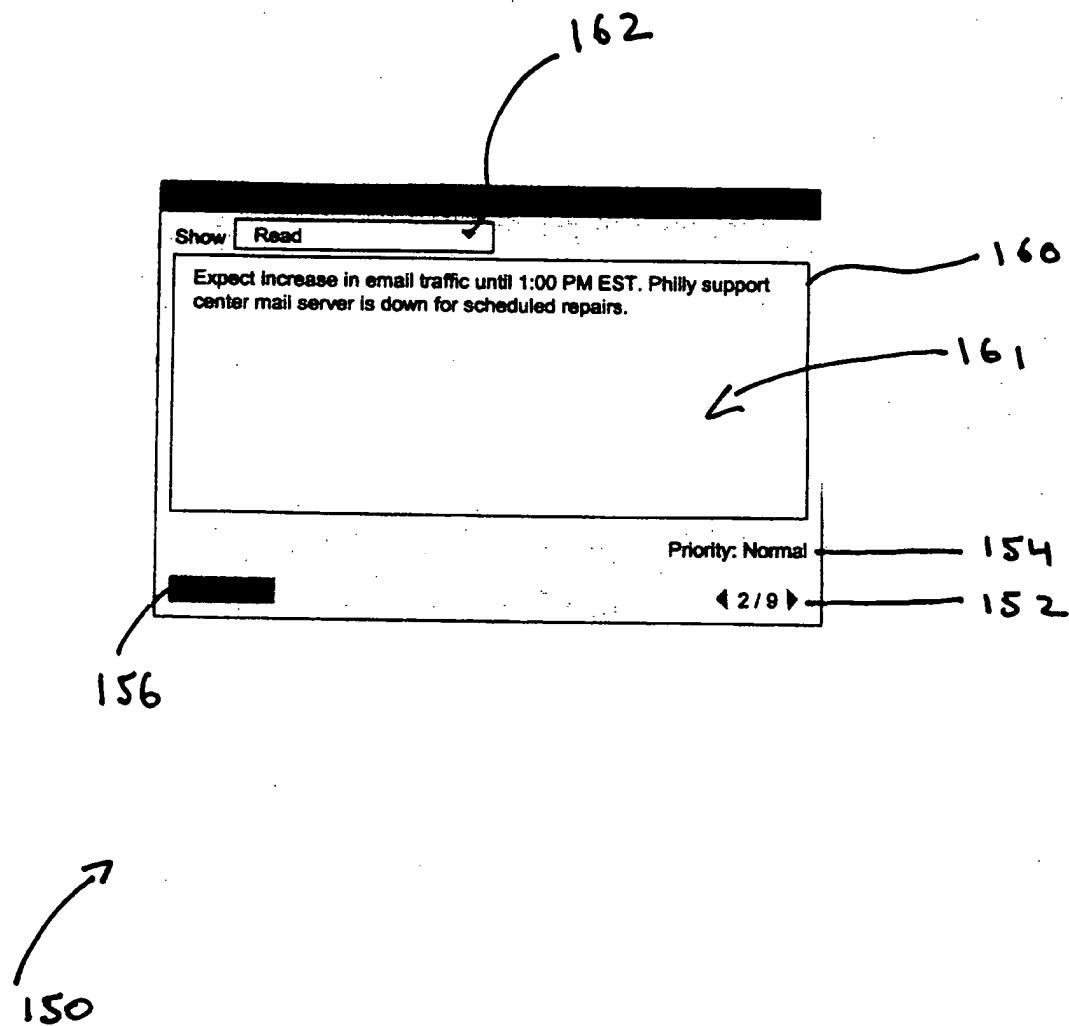
COMMON MESSAGE AREA FOR A CUSTOMER  
INTERACTION CENTER USER INTERFACE

FIG. 2B

Applicant(s): Kumar et al.

COMMON MESSAGE AREA FOR A CUSTOMER  
INTERACTION CENTER USER INTERFACE

F16. 2C

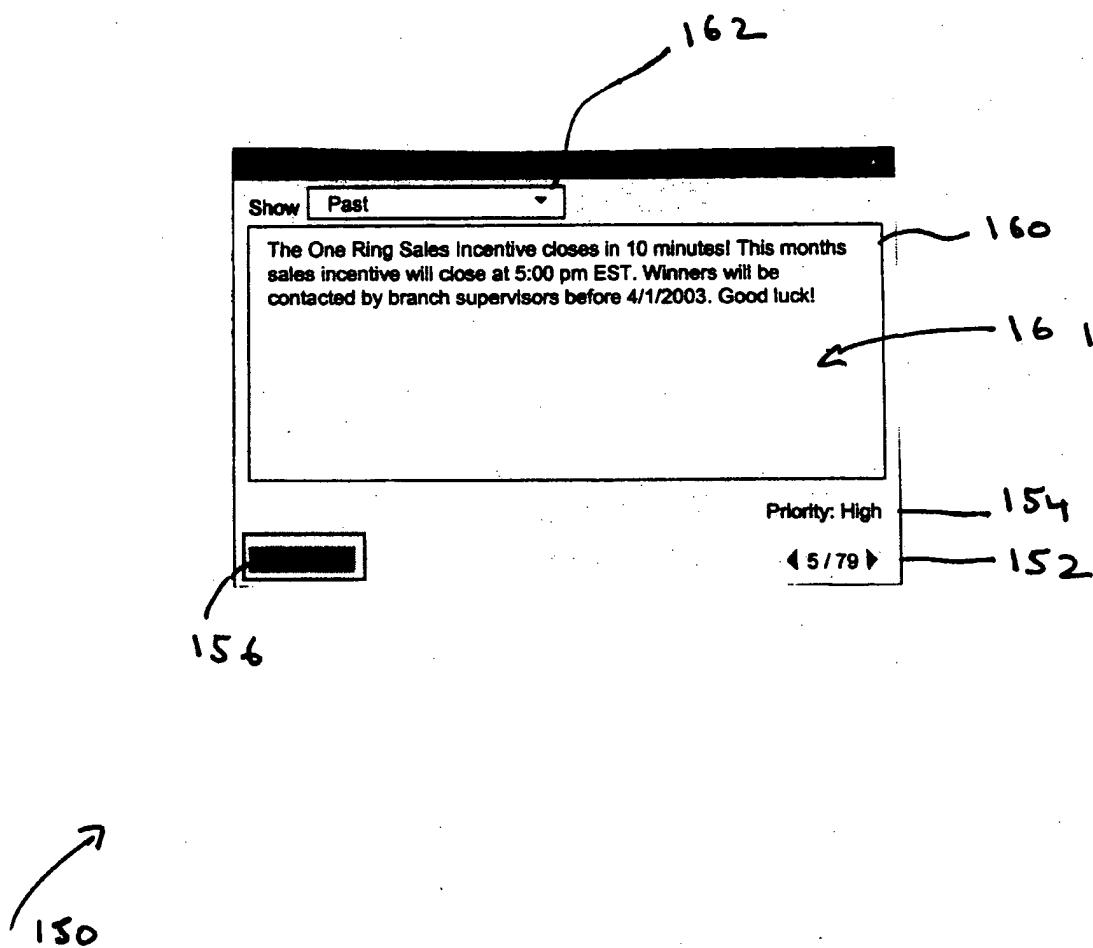


FIG. 2D

Applicant(s): Kumar et al.

COMMON MESSAGE AREA FOR A CUSTOMER  
INTERACTION CENTER USER INTERFACE

202

To: **MR. SMITH** 204

Message Title: Please call Mr. Terry White 206

Long Text: Mr. Terry White needs some immediate assistance with his washing machine. It is flooding his Laundromat. 208

Duration: 1 Hours Min 210

Priority: High 212

Cancel

214 216

200

F16. 2E

Applicant(s): Kumar et al.

COMMON MESSAGE AREA FOR A CUSTOMER  
INTERACTION CENTER USER INTERFACE

256

Search

Show all news and briefings containing text

priority

created by

sent        Show

270 272 274 276

278

252

254

258

Broadcast Messages

Title

Virginia center lines are down for next 3 hours

Company CEO makes a presentation

New Sales shipping deadlines

Research center for emerging technologies

Information only for agents dealing with [redacted] calls

New Press Policy - Urgent

Updated feedback forms - now available

Economy reports - please read

Company Christmas Party is postponed till 12/27

Customer Services groups weekly meeting

New product presentations at 12:30 (during lunch)

Need volunteers for late night shifts on Wednesday

401K enrollment deadlines

Going away party for George

Database systems might be slow for 30 minutes

Created by Date Time

Created by	Date	Time
Peter	Mon 11/03/2001	11:30 am
Sales Dev.	Mon 11/03/2001	11:25 am
Sales Dev.	Mon 11/03/2001	11:10 am
Sales Dev.	Mon 11/03/2001	10:30 am
Peter	Mon 11/03/2001	10:30 am
Public Relations	Fri 10/28/2001	09:45 am
HR	Fri 10/28/2001	08:30 pm
Sales Dev.	Fri 10/28/2001	10:35 am
HR	Fri 10/28/2001	09:15 am
Sales Dev.	Fri 10/28/2001	10:35 am
Sales Dev.	Thu 10/27/2001	10:15 am
Product Mgt.	Thu 10/27/2001	05:48 am
HR	Thu 10/27/2001	03:13 am
HR	Thu 10/27/2001	04:32 am
Peter	Thu 10/27/2001	06:50 am

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266

250

F16. 3

